

CHAPTER 11: NEW DEAL FOR YOUNG PEOPLE (NDYP)

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CHAPTER 11 - NEW DEAL FOR YOUNG PEOPLE (NDYP)

Introduction

1. New Deal for Young People (NDYP) provides a wide variety of individually tailored support, including the services of a New Deal Personal Adviser (NDPA), in the form of training, advice, guidance, and work experience, including access to self-employment. It is delivered in three stages:

- a “Gateway”, lasting for up to 16 weeks providing access to short types of provision;
- a “Flexible Options Period” lasting for, usually 13 weeks but which can be extended in exceptional circumstances following a Job Readiness Review at week 10 up to 26 weeks (although the “Options Period” for the longer Full Time Education and Training Option is usually from 13 weeks up to 52 weeks); and
- a period of “Follow through” support.

NB: The information shown in blue highlights the differences/clarification effective for providers on new contracts from 2 May 2006 in Scotland and from 3 July in England and Wales.

The Employment Option can be used for a full 26 weeks at the Gateway, Options or Follow-through stage.

2. Participation on NDYP is mandatory for all recipients of Jobseeker’s Allowance (JSA) aged between 18 and 24 years and who have been claiming JSA for six months.

Gateway

Aim

3. The Gateway is the crucial first stage in the NDYP. The aims of provision in the Gateway are to help participants find work and equip them with the skills and abilities required to progress them to the point where they are job ready. Gateway provision in each locality will be focused so that it meets the needs of the local labour market and young people in the NDYP customer group.
4. Provision for some participants will consist of a series of one off interventions whereas others will benefit from attending provision for a number of days. The Gateway must provide a range of provision to ensure it can meet the needs of each individual. More information on Gateway/Follow-through provision is given in Chapter 6.

Gateway to Work

5. Within Gateway, there is a 2-week Gateway to Work course that is mandatory for all NDYP participants aimed at helping to prepare each participant for employment.
6. Where the Disability Employment Adviser takes the role of NDPA for a young person, they will have access to Jobcentre Plus Disability Service provision such as additional assessment and Employment Rehabilitation within the Gateway to help meet individual needs.
7. As a general rule, any action young people agree to undertake during their participation in the Gateway will be on a voluntary basis except Gateway to Work courses.
8. Young people are normally expected to travel to New Deal provision in their own time.

Action Plan Review Record (ND13)

9. You will normally be required to complete an Action Plan Review Record (ND13) when you identify or undertake any action with the young person during the Gateway. It is a key document for monitoring participants' progress and is used by NDPAs to keep participants' Action Plans up to date. More information is given below under "Notifying Jobcentre Plus of Progress or Changes to Actions Plans".

Mentoring

10. All young people who are still in the New Deal at the end of their Gateway to Work course (around week 8 of the Gateway) will have been referred to a Mentoring provider. The intention is that young people should have the opportunity to decide whether to 'opt-out' of Mentoring, rather than 'opt-in' as under previous arrangements.

Note: Entering into a Mentoring relationship will remain voluntary. You should ensure that the Mentoring provider is given the facility during Gateway to Work courses to talk to participants about the benefits of Mentoring. More information on Mentoring provision is given in Chapter 6.

Core elements of the NDYP Options

Helping young people make the right choice by providing 'Tasters'

11. As a provider you have a responsibility to enable a young person to make an informed choice about the Option they may be entering. A 'Taster' should be a snapshot of your provision and may take the form of a discussion with you, a visit to a placement or a meeting with existing participants or students.
12. 'Tasters' can help to minimise the 'drop out' rates and encourage sustained attendance/participation on the Option.
13. For each young person that attends a 'Taster', you will need to complete form ND13 (Action Plan Review Record) and return it to the NDPA.
14. Although a 'Taster' provides an opportunity to market the Option, you should not formally agree to start the young person on the Option at the 'Taster'. The young person should be referred back to their NDPA, who will discuss with them whether the Option is appropriate and refer them accordingly.

Referral to the Option

15. If the young person wishes to join the Option, either directly or following a 'Taster' or as a result of attending an 'open day', the NDPA will formally refer the young person to you for an interview. Young people attending 'Tasters' and referral interviews with you do so voluntarily and they can attend as many as is required before they make their choice.
16. At the referral interviews you will:

- meet each young person individually;
 - agree the training and work experience placement, if applicable, that will best meet their needs;
 - discuss the length of the provision as appropriate to their learning needs;
 - discuss possible start dates (to be finalised between yourself, the young person and the NDPA);
 - if applicable, discuss any bursary or grant that may be available (their NDPA will be able to advise them on the effect of bursaries/grants on their allowance payment);
 - record the outcome of the interview on the REF2JP (Referral form)- It is important that this information is accurate, as it is from this that the NDPA will complete the SL2JP (Start/Leaver Notification).
- 17 Any travel costs incurred by the young person in attending the referral interview are usually met by the young person.

Participation on an Option

18. It is important that participants develop the skills necessary for work while attending the Option(s) period. Regular and structured participation with clearly set tasks is important to developing work discipline. Full-time hours are defined as 30 or more hours of participation a week on the Option(s). However, flexibility will be required in some cases, for example, to accommodate participants with health conditions, disabilities or caring responsibilities.
19. Participation will usually start on Monday and run to Friday of each week. Where participation is expected on a Saturday or Sunday, a day off in lieu should be allowed during the week. The first day on the programme should always be a Monday. If the Monday is a Public Holiday and the participant actually starts on a Tuesday the start notification should reflect the Monday date. Lunch breaks are not counted towards the hours of participation. Details of the breakdown of hours must be specified on the participant's Learning and Development Plan (LDP) and may be monitored by Jobcentre Plus.

Supporting participants to get the most from an Option

20. Participants who have not managed to secure employment during the Gateway will typically have additional barriers and may therefore be harder to help. The Options aim to help participants into work and increase their employability. They will need a great deal of support and encouragement throughout their time on the Option(s). The personal tutor, who will have been allocated to the participant at the induction stage, will provide this through:
- personal encouragement and support: and

- advice on work placement, job search and any training elements included in the Option.
21. The personal tutor will complete a Learning and Development Plan (LDP) with the participant, which will be agreed by the NDPA. It is the personal tutor who is responsible for reviewing progress against the LDP whilst the participant is on the Option. The personal tutor should review progress weekly for the first four weeks to ensure that the individual has settled and is adapting to the Option. Extra support may be needed during this period in order to help the participant adapt to a different daily routine. Reviews should then take place as appropriate but no less than once a month. The personal tutor will need to keep detailed review notes along with the participant's attendance/ participation records, which should be made available to authorised Jobcentre Plus staff and authorised agents, if requested. Where appropriate, the reviews should address any additional needs, for example, support due to a health condition or disability.
 22. It is essential that you work closely with the NDPA to co-ordinate the support of the participant. This is particularly important towards the end of the Option(s) if the participant has not secured a job. You will, through close networking, have access to all Jobcentre Plus vacancies for the individual's job search activities. You will have specified how you will deliver this support in your bid. Jobcentre Plus will monitor your provision to ensure you are meeting your contractual obligations and are supporting the young person effectively.
 23. Some participants may require the additional support of a volunteer Mentor. Those who might benefit may typically be identified during the Gateway. However, Mentoring could begin whilst a young person is on the Option(s). The Mentor will be an unpaid volunteer over the age of 18 and could be drawn from one of a number of sources. This could include staff from your own organisation, or other 'non official' employer or community based role models. The Mentor's role is to provide independent and additional support to the participant, helping them to gain confidence, develop their skills, increase their employability and find and stay in work. A Mentor might also act as a sounding board for the young person's ideas on how to handle any employment and training related problems. Examples of areas where a Mentor might be able to help include difficulties with colleagues and working relationships, problems managing money, confidence building, communication, presentation and interview skills. The relationship, although friendly and supportive, should have clear objectives and be 'work focused'.
 24. Should you feel that a participant would benefit from the provision of a Mentor you are urged to provide the participant with a personal 'supporter' - supervisor, colleague or other individual connected with the Option. If this is not possible you should contact the participant's NDPA who will put you in touch with a local contracted Mentoring organisation.
 25. If young people need additional support during their Option(s), subject to availability and in a small number of cases the NDPA may use Gateway provision (e.g. short Basic Skills courses) to meet additional support needs.

Learning and Development Plan (LDP)

26. The LDP is a key document and is to be used in all four Options. It details the attendance/participation, as well as progress, of the individual and may be referred to in the monitoring process. It should be completed at the end of the induction period, not on Day 1, and sent to the NDPA for approval. As it is tailored to the individual, standardised LDPs are not acceptable. The NDPA needs to authorise the LDP so there should be a space on the document for the NDPA's name and signature to show approval. If the NDPA has any doubt about the suitability of the LDP they will discuss this with you with the aim of resolving concerns so that the LDP can be amended. Should you, in very rare circumstances, not be able to agree the Jobcentre Plus decision on suitability will be final. The NDPA will contact you if they have not received the LDP after the participant has been on the Option for four weeks because it is important that there is an approved LDP to which the participant can work and be monitored against.
27. The LDP must set realistic targets. You should take into consideration the length of the course the individual is undertaking and make the goals stretching but realistic, taking into account any health conditions, disabilities or other measures of disadvantage the participant may have. The LDP will need to reflect any restrictions the participant has in place because of health, disability or special needs (and must include any extra support, special equipment or communications support needed). Health conditions or disabilities should not be detailed on the LDP unless the participant requests it or agrees to it in writing. It will however detail the action taken to meet their needs and to enable them to complete agreed activities.
28. You are responsible for monitoring the progress of the participant against their LDP. For those on the Employment Option: Self Employment Route the LDP must reflect the participant's business plan, which will be agreed with the business adviser.
29. The LDP should be sufficiently robust to cover the participant's time on the course or Option(s) and travel with them should they change course. Occasionally, following a review, you and the participant may feel the LDP needs changing. LDPs must only be revised down in exceptional circumstances, for example,
- where it is confirmed by a Disability Employment Adviser that the participant has developed a health condition, disability or
 - other measures of disadvantage that would affect their ability to achieve that which is noted on the original LDP, or
 - where the young person has Basic Skills needs, perhaps, that they have previously unidentified.
30. In any case where an LDP has been revised downwards you need to identify what the change in circumstances are, what changes are necessary to the LDP, detail why the decision about appropriate Work placements or training was made in the first place and why the change is now necessary.

31. Before an LDP can be revised downwards any change must be authorised in writing (by the District Manager) and have the agreement of you, the NDPA and the participant. If district approval is not given to revising down the LDP it will affect your entitlement to a Qualification Outcome payment.
32. Revisions of the LDP that enhance the further development of the participant can be made but all revisions and amendments will need to be agreed between you, the participants and their NDPA. All additional and/or supplementary sheets must be secured together so any monitoring undertaken can be done with a full and accurate view of the revisions. More information on LDPs is given in Annex 3 of Chapter 6.

Job search

33. Job search is an essential feature of NDYP provision. An equivalent of one day per week job search needs to be planned into the participant's time on the Option(s). You are encouraged to use this time innovatively and flexibly. It could include help with communication and/or softer skills.

Transfers and early leavers within the Options

Transfers

34. As part of the flexibilities introduced via New Deal Streamlining from 26 April 2004, the time limit previously set which inhibited participants moving between NDYP Options has been removed. Participants are fully involved in the discussions with their NDPA's when agreeing which New Deal Option best suits their needs. However, if at any time it becomes apparent that they are attending the wrong provision then you should notify the NDPA who will arrange a transfer to a more suitable Option for the balance of time remaining.

Transfers within the same Option

35. Participants who transfer within the same Option, whether or not there is a change of main contract holder, can only have a total of a maximum 26 weeks on the Employment Option (including the Self-Employment route), 13 weeks, with extensions allowed in exceptional circumstances on Voluntary Sector (VS) or Environment Task Force (ETF) Options, and 52 weeks maximum on the Full Time Education and Training (FTET) Option.

Transfers between different Options

36. A transfer between different Options is where a participant moves from one Option to a different Option without any break in between where the NDPA feels that a transfer to another Option is the most appropriate course of action for the young person.
37. Transfers between Options are not appropriate purely where a participant is unhappy with an Option or is struggling to cope with a placement. In these cases the NDPA should negotiate with the participant and you to attempt to resolve any difficulties.

Please note that the Streamlined Flexible Option Period allows movement freely between Options and should in most cases be

defined by the NDPA at the beginning of the participant's Option period.

NB: The information shown in blue highlights the differences/clarification effective for providers on new contracts from 2 May 2006 in Scotland and from 3 July in England and Wales.

Early Leavers from Options

38. An early leaver is where a young person fails to complete an Option for whatever reason and returns to the Jobcentre to reclaim Jobseeker's Allowance (JSA) within 13 weeks of their Option leaving date. When this happens the young person will return (or be asked to return) to an NDPA.
39. The NDPA should then consider whether to:
 - submit the young person to unsubsidised jobs; or
 - re-refer the young person back to the same Option (either to the same or different provider/employer); or
 - refer the young person to a different Option; or
 - move the young person straight into Follow-through.
40. Re-referral to the same Option will often be the most appropriate way forward so the original Option provider will be contacted to arrange a new start date. If you are contacted and the original Option placement is no longer available you should offer a suitable alternative placement within the same Option. If re-referral to the same Option is not considered the best approach for an early leaver the young person may be referred to providers of a different Option.

Learning and Development Plans (LDPs)

41. If a participant transfers within the same Option **OR** between different Options **OR** is an early leaver referred to the same or different Option they should not usually need to complete a new LDP. However a revision will be required and if there is a change of Main Contract Holder a photocopy of the original LDP will be attached by the NDPA to the SL2JP forwarded to the new Option provider.
42. The exception to this is if a participant transfers within the Employment Option (i.e. from subsidised employment to Stage 3 of the Self Employment Route or vice versa) **OR** from a different Option to the Employment Option (including the Self Employment Route) when a new LDP may be required.

Working outside Great Britain (GB)

43. It is possible to take New Deal participants to study or work outside GB as part of their Option providing there is an emphasis on activities related to improving their employability and/or the course offers a higher standard of training than would be available in GB.

44. Within the Option participants can spend up to a maximum of 14 weeks outside GB although it is envisaged that periods outside GB will generally be shorter than this. People in receipt of a New Deal allowance, can only be out of GB for up to 4 consecutive weeks at a time and must remain in GB for at least 7 days between individual spells of training. For longer periods Jobcentre Plus will terminate their claim. Participants in receipt of a wage must be aware that any time spent abroad exceeding 4 consecutive weeks may impact on subsequent claims for JSA. Participants' NDPAs will be able to advise on the effect on allowances/JSA according to individual circumstances.
- a. You should establish that all the criteria below are met before checking with the District Manager if it is appropriate for the young person to spend time outside GB on NDYP Options.
 - b. The maximum total time a young person can spend outside GB whilst on the Option is 14 weeks.
 - c. Where a period of employment or training is to be spent outside GB, a two-week induction period in GB must take place prior to departure. This will allow time for both the normal arrangements regarding the completion of the LDP and ensure that the necessary arrangements are made, and understood, for a period outside GB. Before they leave GB, participants must be fully aware of what will be expected of them, support and help available from you, contact arrangements for domestic emergencies, potential risks to existing JSA claims and passported benefits, potential health and safety risks and arrangements for repatriation. You must:
 - d. ensure that the health and safety arrangements for placements abroad are at least equivalent to those required for placements in GB, and
 - e. make arrangements to ensure that any relevant accident occurring to participants whilst abroad are reported to Jobcentre Plus in the same way as relevant accidents are reported in GB based provision.
 - f. The participant and NDPA must agree the LDP before the young person travels outside GB. The LDP must meet minimum Jobcentre Plus requirements and also explain why the participant must travel outside GB. Sufficient time must also be agreed to complete the training requirements subject to the training conditions below.
 - g. You are expected to deliver job search help as normal, although Jobcentre Plus accepts there may be some disruption to this. Therefore, to ensure the young person's chances of moving into employment are maximised, on return to GB, they should undertake intensive job search activities. (An equivalent of one day per week of provision needs to be spent on job search).
 - h. The roles of Jobcentre Plus, the provider, and any other partners, regarding the arrangements for selection/recruitment need to be agreed and recorded from the outset.

DWP Provider Guidance

- i. You must ensure (at your own expense), that arrangements are in place for participants to contact their family or guardians and NDPA. In addition, arrangements must be in place for the NDPA to routinely call the young person whilst outside GB, although the NDPA may decide whether or not this would be necessary.
- j. You will be responsible for the welfare of the participant whilst outside GB. Therefore, you must ensure that the young person is adequately supported. This might include the provision of a mentor or an identified supervisor that the young person could approach with any problems - whether or not directly related to the Option provision. You must also ensure, if the participant is not comfortable with any of the arrangements, that alternative arrangements are sought.
- k. You must ensure that periods outside GB have clear and measurable aims and objectives relating to the development of the participant. You must make available information to Jobcentre Plus to demonstrate the achievements made by the participant while outside GB and how employability has been improved. This may include recording evidence of timekeeping, attendance, activities or training.
- l. All participants on the Option should receive when necessary their entitlement to training towards an approved qualification or certificated training. We envisage that in most cases, this will be provided in GB. It would be more difficult, although not impossible, to work towards an approved qualification while outside GB. In cases where training is provided outside GB, you will need to allow the Adult Learning Inspectorate (ALI) access to copies of the Learning and Development Plans. It should not be necessary to ask the ALI to carry out monitoring visits abroad, given that the ALI only visit a small sample of New Deal training provision on the Option.
- m. It will be your responsibility (at your own expense), to arrange repatriation at the end of the time outside GB or at anytime the young person wishes to return to GB.
- n. Contracting teams and Jobcentre Plus offices will need to reach an agreement with you on funding provision delivered outside GB. There must be no additional cost to Jobcentre Plus. You must cover the participant's travel and subsistence costs, the cost and arrangement of suitable accommodation, the cost of keeping in contact with family, friends and NDPA while outside GB, the cost of early return where necessary and any other additional costs incurred during this time.
- o. You must ensure that Health and Safety arrangements meet the criteria that would be required for provision in GB, regardless of the legal requirements of the host country. Accidents that happen outside GB must be reported to Jobcentre Plus as soon as possible and, if serious enough, you will be required to make arrangements for repatriation.
- p. If, for any reason, the participant's circumstances change while they are outside GB, you must notify Jobcentre Plus as soon as possible.

If the change affects participation on the provision you must make arrangements for repatriation.

- q. You must provide participants with the appropriate Health and Safety induction and training to cover the activities and experiences undertaken while outside GB. You must also make participants aware of their personal responsibilities in respect to Health and Safety.
- r. You must make available suitable accommodation (at your own expense) for the participant whilst they are outside GB.
- s. You must be able to demonstrate that all aspects of the Option, as outlined in the specification and including any training element that may be appropriate, can be delivered to the required quality.

Employment Option

- 45 The Employment Option has not changed as a result of Streamlining. However, from 26 April 2004, it may be used in a broader range of circumstances where this is beneficial to the participant. For example, the full 26 week Employment Option may be used as an incentive to move participants into work at any point during the Option period, even after a full 13 week VS / ETF Option period or 52 weeks FTET.
- 46 In addition, as well as already being available from Day 1 of the Gateway, from 26 April it can be used at any point in Follow-through where it replaces the use of Employer's Financial Incentives.
- 47 The aim of the Employment Option is to help improve the participant's chances of finding permanent employment by offering a period of subsidised work with an element of training. It provides participants with the opportunity to gain employment and training whilst providing businesses with the opportunity to recruit unemployed people whose skills and abilities have been overlooked.

Follow-through

Aim and Objectives

- 48 The aim of Follow-through is to help participants move as quickly as possible into jobs by making the most of the help they have received on NDYP, thus maximising their chances of it leading to employment.
- 49 The provision available to participants during Follow-through to help them find work will typically be offered on the basis that participants are free to take it up or decide not to. More information on Gateway/Follow-through provision is given in Chapter 6.

Working with the NDPA

- 50 The NDPA role, which, where appropriate may be undertaken by a Disability Employment Adviser (DEA), is central to the delivery of support in Follow-through.
- 51 To ensure young people are provided with the best possible service and opportunities you will need to work very closely with NDPAs.
- 52 A considerable amount of time and resource will have been invested in young people entering Follow-through, so it is likely the steps to take will be few and will focus on obtaining work as quickly as possible.
- 53 Where it is identified that a participant would benefit from provision accessible through Follow-through, the NDPA will contact you, usually by telephone, to provide details of the young person and to arrange a time for them to come and see you. In some instances they will arrange a preliminary visit or 'taster' at the provision to ensure the young person is fully committed to a particular course of action.
- 54 The information and records you are required to provide will vary according to the type of services provided. There may also be local arrangements in place, which require you to provide different or additional information.
- 55 Young people are normally expected to travel to New Deal provision in their own time.

Waged Provision

- 56 Many of the young people entering Follow-through intensive measures will have "employed status", i.e. they will be employees and the following will be handled in accordance with your established procedures for employees:
- health and safety;
 - wage levels;
 - general terms and conditions;
 - average contracted hours;
 - absence policy;
 - grievance procedures;
 - disciplinary policy;
 - equal opportunities policies;
 - compliance with all current legislation; and
 - monitoring of employees' progress.

- 57 Not all young people entering Follow-through intensive measures will do so as employees. Where appropriate these young people will receive a New Deal Allowance, based on their JSA, paid by Jobcentre Plus.

Action Plan Review Record (ND13)

- 58 You will normally be required to complete an Action Plan Review Record (ND13) when you identify or undertake any action with the young person during the Follow-through stage. It is a key document for monitoring participants' progress and is used by NDPAs to keep participants' Action Plans up to date. More information is given below under "Notifying Jobcentre Plus of Progress or Changes to Actions Plans"

Role of the New Deal Personal Adviser (NDPA)

- 59 Throughout their time on NDYP participants will be supported by a NDPA. The role of the NDPA is critical to the delivery stages of the programme. NDPAs provide, for the participant, the continuity between the different stages and between different provisions. They are your key contact for each participant and it is vital that you keep them informed of the participant's progress including any difficulties encountered.

Monitoring and Continued Support

- 60 NDPAs will continue to provide support to participants when they are undertaking your provision. Both you and the participant will be given an indication at the start of the provision as to the likely frequency, content and timing of contacts. You will need to allow participants time to meet their contact requirements. This contact will enable NDPAs to:
- ensure a participant is making appropriate progress, including reviewing the activities they are undertaking against the Action Plan agreed at the outset of the provision;
 - help the participant with job search, in addition to and complementing that provided by you, including matching to vacancies;
 - discuss and agree with you and the participant any changes which are required to the participant's Action Plan, or a move to different provision or provider if appropriate;
 - share information, for example about participant's needs which had not previously been identified;
 - resolve disputes or issues which may arise on the part of yourself or the participant;
 - gather information to support the contract management process;

- conduct a Job Readiness Review at week 10 of the Option period on Jobcentre Plus premises. This will involve discussing the progress of the participant towards the agreed objectives on their Action Plan and to assess their job readiness, possibly with your involvement. The Job Readiness Review will also determine whether or not to extend the Option beyond the initial 13 weeks and, if so, for how long; and
- towards the end of a particular element of provision, ensure the participant can see the progress they have made and understand what provision they are subsequently moving onto, how it builds on previous activities and what it is intended to achieve.

Action Plan (ND12)

- 61 All young people will have a Action Plan (ND12), which, in most cases, will have been drawn up and agreed between the NDPA and the young person using information gathered during interviews. It is used to help plan a participant's activities and it serves as a record of actions undertaken during NDYP.
- 62 The Action Plan (ND12) will contain a realistic and attainable job goal and the steps required to achieve it. The number of steps will vary depending upon the capacity and needs of the young person for example, as a result of any restrictions in place because of a health condition or disability. More capable young people may be able to cope with a longer list of steps.
- 63 The first two pages of each Action Plan will always be completed by Jobcentre Plus and held on their computer database (Labour Market System). These pages will contain specific information and details about the young person, including:
- personal details;
 - job and qualification goals;
 - steps to achieve these;
 - education, qualifications and skills;
 - employment history and work experience;
 - personal qualities;
 - personal circumstances; and
 - additional information.
- 64 It will remain the responsibility of Jobcentre Plus to ensure the Action Plan is acted upon, reviewed and monitored throughout the young person's participation in NDYP. The Action Plan should be used as the basis for the individual plans produced by you in consultation with the young person. It is a continually evolving document, which can be updated at any time during NDYP. As participants move through the programme their Action Plan will

represent what they have achieved so far and will set out the aims and objectives of subsequent activities.

- 65 You are responsible, within the context of the provision you are delivering, for reviewing and instigating revisions and refinements to the Action Plan, as you will be well placed to assess the participant's progress and responsible for discussing with them the detail of the activities they will undertake while they are with you. It is therefore essential you liaise closely with the NDPA to discuss and agree any changes you would like made and, before you do so, to have agreed in principle with the participant what you will propose to the NDPA. You may, if agreed locally with your Jobcentre Plus contact, use the Customer Assessment Tool (CAT or Employability Assessment Tool in Wales) to track participant's progress and identify barriers.

Notifying Jobcentre Plus of Progress or Changes to Action Plans using the ND13

- 66 The Action Plan Review Record (ND13) is designed for use by people outside Jobcentre Plus. You will normally be required to complete a ND13 each time you identify or undertake any action with the young person during the Gateway and Follow-through stages of NDYP, giving the young person a copy. For example, you should complete an Action Plan Review Record each time you provide an intervention for a young person.
- 67 The ND13 allows you to notify the NDPA of any changes to the Action Plan, as well as any progress that has been achieved. The NDPA will determine the relevance of any activity or provision to be undertaken. If, for any reason, the NDPA has any questions about the young person's proposed activity or provision they will contact you by telephone.
- 68 On receipt of form ND13 the NDPA will assess whether the proposed activity is in line with the young person's job goal and offers stretching enough targets for the young person in terms of what can actually be achieved during the time spent with you. If the NDPA agrees with the activity outlined and the qualifications being aimed at they will sign and date form ND13 and return a copy for your records.
- 69 Where you have suggested a substantial change to the young person's Action Plan, the NDPA may need to interview the young person to amend their Jobseeker's Agreement accordingly.
- 70 Where you are providing more than a single intervention you will need to complete an Action Plan Review Record after each intervention. At the first intervention you will need to complete an Action Plan Review Record (ND13) outlining the action the young person will take while they are with you. You should normally set the activities to timescales, as this will help you monitor progress toward achieving goals.
- 71 There may be cases where you or the young person feels that they are not making sufficient progress towards achieving their job goals. You will need to discuss the reasons for this with the young person and, where possible, resolve any problems. If, following these discussions, any changes are

agreed which impact on the young person's Action Plan, you will need to complete an Action Plan Review Record and send it to the NDPA.

- 72 If you are unable to resolve these problems you should contact the young person's NDPA to discuss the next steps. It may be necessary for the young person to change direction, for example by transferring to other provision.

Sanctions

- 73 Jobcentre Plus will be responsible for applying sanctions to young people, who:

- without good cause fail to attend a NDYP Option; or
- are dismissed from a NDYP Option due to misconduct.

- 74 NDPAs will explain sanctions to young people and ensure they are fully aware of the consequences should they fail to attend provision or be dismissed from provision on grounds of misconduct. However, you also have an obligation to emphasise the potential repercussions that participants may face if they fail to meet their responsibilities whilst on provision. This message should be reinforced during the induction period and if appropriate throughout provision.

- 75 Twenty-six weeks sanction periods have been introduced to reinforce the Government's commitment that there will be no "fifth option" of a life on benefit. For this reason it essential that you notify Jobcentre Plus quickly of any instances of failure to attend, refusal of an Option or dismissal due to misconduct (using forms SL2JP and ND11 as appropriate) so that sanctions may be considered. There will also be occasions when Jobcentre Plus personnel or Decision Makers contact you for further information regarding these cases. It is important that you respond to these enquiries within the timescales stipulated on the documents, failure to do so may affect the decision making process.